

Jordan Ellis

OPERATIONS SPECIALIST

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Profile

Operations specialist with seven years of experience coordinating service requests, improving handoffs, and maintaining dependable records. Turns recurring issues into clear procedures and practical reporting for small teams.

Experience

Operations Specialist

2022 - Present

Cedarline Services | Chicago, IL | Fictional example employer

- Coordinate a shared intake queue for 12 account teams, assigning requests, tracking due dates, and escalating incomplete briefs before work begins.
- Introduced a weekly exception review that reduced overdue requests from 46 to 18 over three months, using the same queue definition throughout.
- Built an Excel tracker that reconciles request IDs and ownership; documented the process so two colleagues can maintain it during absences.
- Write onboarding guides and deliver short walkthroughs for new coordinators, covering intake standards, handoffs, and record checks.

Operations Coordinator

2019 - 2022

Harborfield Supply | Evanston, IL | Fictional example employer

- Maintained order and delivery records for a regional supply team, checking incomplete entries with sales and warehouse colleagues.
- Standardized the daily handoff log across three shifts so unresolved items included an owner, next action, and expected follow-up date.
- Prepared weekly service summaries and investigated mismatched records before they reached the monthly management report.

Selected skills

Excel reporting and data checks | Process documentation | Request coordination
Cross-team handoffs | Microsoft 365 | Onboarding support

Education

Bachelor of Arts in Organizational Studies

2019

Lakeview Example College | Fictional education example